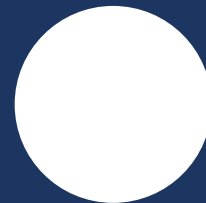
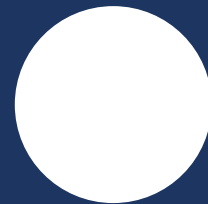
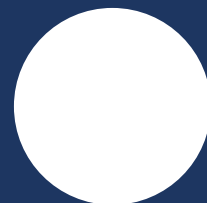
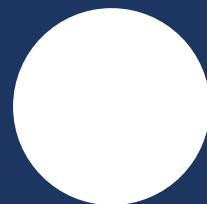
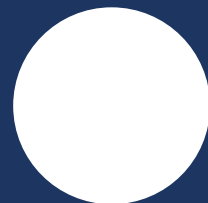
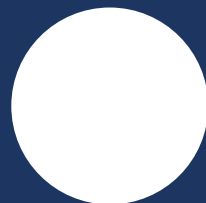
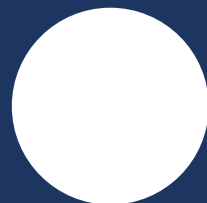
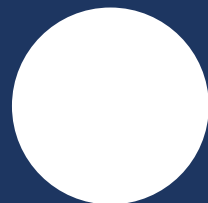
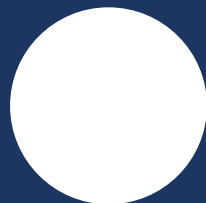
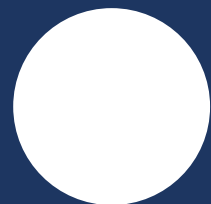


# The President's Report



# The President's Report

## OVERVIEW

2015 has been another exciting year for the MCCI with a series of new projects, initiatives and a continued outreach programme of activities to bring the institution closer to its membership and the business community at large.

In line with its mission, the MCCI has been very active on various fronts to further defend and promote the best interests of its members. There have been a series of regulations proposed during the year, affecting trade and the manufacturing sector which demanded extensive consultations with the authorities. Similarly, the MCCI has been very active dealing with its membership concerns. Our participation in the various committees and taskforces set up by the Government in the wake of Vision 2030 is once more testimony to the continued valuable inputs of the MCCI in national policy formulation.

We have also brought about a significant change to our communication and marketing strategy by embracing the latest digital tools available and we are increasingly capable of delivering e-services to our members through enhanced digital platforms.

The MCCI has continued its pivotal role in all the major trade talks and negotiations affecting the country and participated in the various Tripartite trade negotiations at the level of the African continent alongside the officials of the Government responsible for International Trade. Closer to our shores, we have operationalised the setting up of the project management unit of the UCCIOI (Union des Chambres de Commerce et d'Industrie de l'océan Indien) within our offices, thereby paving the way for the financing of various projects by AFD.

We have also charted the way forward for the next three years after a strategic planning session to ensure that we can successfully build on our acquis and continue to improve to better serve the business community.

## THE REPRESENTATIVE ROLE

### *Direct Membership*

In line with its mission statement, the MCCI has been, once again, consolidating its representative role through additional members across the business spectrum.

	TOTAL	Affiliated Associations	Commerce	Financial Services	ICT	Industry	Logistics	Other Business Services	Property Development	Tourism
2015	535	3	155	53	35	113	33	105	23	15
2014	500	3	152	49	34	116	29	78	23	16
2013	484	3	158	41	31	118	27	71	23	12
2012	488	3	174	39	27	123	27	64	20	11
2011	436	3	162	31	19	115	26	53	16	11

### ***Representation through Associations***

The MCCI also hosts the Secretariat of the Association of Mauritian Manufacturers (AMM), the Outsourcing and Telecommunications Association of Mauritius (OTAM) and the Association Professionnelle des Transitaires (APT), in its endeavour to broaden its support to affiliated and sectoral associations.

## **GOVERNANCE**

### ***Internal Audit***

The Audit and Risk Committee was chaired by the Vice President, Mr. Azim Currimjee. Its main objective has been to oversee the performance of all the profit centres as well as identifying the risks involved and find ways to mitigate them. The Audit Committee also decided that a new internal audit exercise be conducted to follow up on the previous exercise carried out in 2012.

### ***Finance***

During 2015, MCCI has continued to consolidate its existing services, while developing new ones. The activities of the Tax Tourist Refund Counter have increased in terms of number of transactions thanks to MCCI's efforts to promote tourist spend in Mauritius. MCCI is showing a positive result for 2015 mainly due to return on its investments. In addition, it is expected that corporatisation of the MCCI Business School Ltd will yield positive results. The MCCI will embark on a new drive to enhance its revenue by increasing its membership base.

### ***Benchmarking***

Members will recall that a Benchmarking exercise was conducted by the International Trade Centre (ITC) with the objective of helping the MCCI to identify its strengths and weaknesses. The programme surveyed all the activity areas of the MCCI, including strategy and governance, products and services, resources and processes, and results measurement.

The findings of the report were discussed at Council level. Two high-level brainstorming sessions were thereafter organized in July and August 2015 respectively between Council Members and Management to discuss the way forward regarding the organization's strategic objectives, structure and activities.

As a follow-up to the brainstorming sessions, an action plan, which sets out the objectives of the institution in the short and medium term, has been prepared. ITC is prepared to support the institution in its continuous improvement efforts.



# ADVOCACY

## ECONOMY

### National Economic Policy Orientations

The MCCI has, over the years, constantly endeavoured to ensure that the interests of the business community are given due consideration. It contributes to the national economic policy formulation through representations with authorities and an evidence-based policy analysis of the economy.

Extensive research work, findings from the MCCI's economic tools and discussions held through meetings of the newly constituted MCCI Commissions form the basis of its reports and studies.

### Vision 2030 Blueprint

The MCCI remains at the forefront of the country's economic development and is highly involved in the elaboration of the Vision 2030 blueprint which is intended to provide a holistic and coordinated direction towards propelling Mauritius into the league of high-income economies. In this context, the MCCI made its timely submission to the PMO on 15th March 2016, which includes key proposals for a National Economic Development Strategy to transform the Mauritian economic model towards high-tech industries; driven by competitiveness, productivity and innovation.

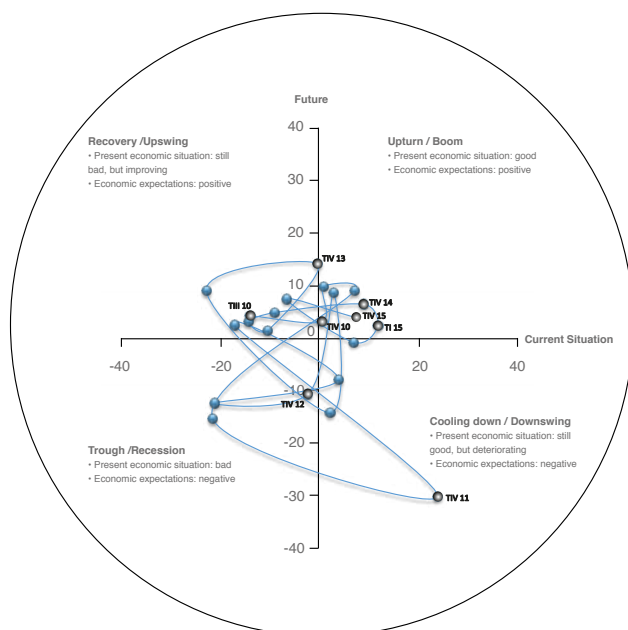
**The MCCI has been spelling out its position in quarterly meetings of a Public-Private High-Powered Steering Committee on Vision 2030.**

### An Analysis of the National Budget 2015

In its continued effort to provide members with pertinent insights on the economy, the MCCI published an analysis of the National Budget 2015/2016, highlighting the main measures taken, and commenting on the gaps to be addressed. It also included a comparative analysis of Government measures announced against the MCCI Budgetary Proposals. This exercise helped the MCCI and its members to get an overall view of the Government's Budget, the challenges facing the economy and the opportunities for the business community. It is to be noted that around 80 percent of MCCI Proposals have been retained.

### Economic Review

The economic review – an MCCI publication – gives an assessment of the global and local economic situations for 2014. Analyses include investment, consumption, exports and imports, business confidence and GDP growth amongst others. The review also included an outlook of the economic prospects for 2015, both at the global level and in the country.



### MCCI Business Confidence Indicator

The MCCI Business Confidence Indicator (BCI) is a leading quarterly business intelligence survey based on an OECD methodology. The MCCI BCI provides a composite indicator summarising key survey variables such as investment, employment and price levels, allowing for an instant estimation of the morale of entrepreneurs in the country over a short period of time. The BCI reports included, since 2013, an economic barometer, based on a CESifo methodology. It allows for an analysis of the evolution of the two variables of the business confidence indicator, that is the arithmetic mean of the assessments of the current situation and economic expectations for the short term. At the end of 2015, the economic barometer was situated in the 'upturn' quadrant, reflecting a situation of a better present and positive expectation of the future by entrepreneurs.

# The President's Report

## **MCCI Economic Forecasts**

The MCCI Economic Forecasts offers assistance to its members and other economic operators by including GDP growth forecasts, inflation and unemployment rates estimates as well as a forecast for the investment and consumption rates. The report also provides an estimate of growth rates in different sectors of the economy.

## **Baromètre des PME (CPCCAF)**

Following its adherence to the Conférence Permanente des Chambres Consulaires francophones et africaines (CPCCAF) in January 2015, the MCCI conducted, for the first time, an SME Barometer with 250 of its members. The CPCCAF SME barometer allows the measurement of the level of confidence of SMEs in Mauritius as a subset of Francophone Africa. The Barometer gives an accurate measurement of the impediments facing SMEs in Mauritius and their exports in the Francophone Africa region.

## **Strategic Policy Contributions**

### **Innovation**

*A report, entitled 'Innovate, Invest, Internationalise', was prepared and submitted in October 2015 to the Ministry of Innovation, Communications and Technology and to the Prime Minister's Office with a view to providing insights from the private sector for a move towards an Innovation-led economy.*

A second document, entitled 'The Case for an Innovation Box', was prepared and submitted in November 2015, to the Prime Minister's Office. The document gives an in-depth analysis of the current innovation eco-system in Mauritius, and makes the case for the adoption of an Innovation Box Regime by instilling a culture of innovation in enterprises.

### **Life Sciences**

A report entitled 'Boosting the Life Sciences Industry' was prepared and submitted to the Prime Minister's Office in line with the Vision 2030 Agenda for the promotion of the Biotechnology Sector and its role in the upcoming air corridor between Africa and Asia.

### **Other Sectoral Papers**

A number of sectoral papers were prepared and submitted, in March 2015, to various Ministries in view of the Budget 2015/16. The reports gave an overview of the sectors, pointed to the challenges faced and highlighted a number of proposals for their development. Sectoral reports were prepared for the Agro-Industry, SMEs, Education and Training, Construction, Tourism and the ICT sectors, amongst others.

## **Industrial Development**

Over the past year, there has been an increasing move towards the promotion of the manufacturing sector as a key economic sector to drive renewed growth and the MCCI continues to actively defend the interests of its members involved in industrial activities.

### **Collaboration with the Association of Mauritian Manufacturers**

A long-lasting partnership between the MCCI and the AMM, dating back to 1995, bears testimony to the importance it attributes to strengthening the local manufacturing sector. In addition to its role as the Secretariat of the AMM, the MCCI continues to provide technical and policy support to the AMM. The relationship has evolved further with the MCCI Manufacturing Commission having, as Vice-President, the President of the AMM. During the year, the MCCI and AMM have collaborated on several issues facing manufacturers and adopted a concerted stance vis-à-vis the Government during consultations. A sub-committee of the MCCI manufacturing commission is working alongside AMM to revisit the whole issue of Tariffs in view of maintaining a level playing field.

### **MCCI Manufacturing Commission**

The Commission, which was constituted in June 2015, has been holding quarterly meetings to discuss the issues and impediments facing the Manufacturing Sector. Consequently, a first MCCI Policy Paper entitled, 'Manufacturing the Future: A

New Era of Growth and Innovation', was prepared and presented to members of the Commission in February 2016. The report will be finalised with additional input from members of the Commission and form part of MCCI's advocacy efforts on Industrial Development for the upcoming Budget.

### ***Manufacturing Investment Promotion Framework***

In line with the Vision 2030 Agenda to boost the manufacturing sector to 25 percent of the GDP, the Ministry of Industry, Commerce and Consumer Protection is preparing a document with proposals to enhance investment in the manufacturing sector. The MCCI forms part of a working committee with EM, BOI and MOFED, under the Chairmanship of the Director of Industry, to discuss on proposals for the sector.

### ***Regulations on the Banning of Plastic Bags***

Further to the Government's decision to ban the manufacture and import of plastic bags, the MCCI held extensive consultations with its members on the issue and a number of high-level representations were made to the Ministry of Environment. The amended regulations, in December 2015, reflected the views of the members of MCCI and allowed for the use of bio-degradable and compostable plastic bags. Moreover, the ban was revised to apply only to plastic shopping bags.

### ***National Inclusive Business Award***

The MCCI formed part of the Technical Assessment Committee set up for the assessment of the applications for the National Inclusive Business Award launched by the Ministry of Business, Enterprise and Cooperatives. The Secretary General of the MCCI, Mr. Raju Jaddoo, formed part of the jury panel to assess the most deserving enterprises.



#### ***Jewellery***

The MCCI is a Member of the Jewellery Advisory Council whose objective is to strengthen the production and increase the quality of locally made jewellery to improve its contribution to GDP, and to address issues concerning skills development in the sector. As the Jewellery sector has been identified as a sector with high potential for growth and development, a Strategic Roadmap for the Jewellery Sector will be submitted to the Ministry of Industry, Commerce and Consumer Protection, prior to the Budget 2016/17.

### ***Technical Textiles***

The MCCI forms part of a newly instituted Steering Committee on Technical Textiles set up in November 2015. The objective of the Committee is to monitor the implementation of recommendations made in a study on the Development of Technical Textile in Mauritius commissioned by the Ministry of Industry, Commerce and Consumer Protection (Industry Division).

### ***Industrial Waste***

The MCCI forms part of a Joint Public-Private Steering Committee for the implementation of an Industrial Waste Assessment Project under the Partnership for Action on Green Economy (PAGE) Initiative. The project, which is being led by the Ministry of Industry, Commerce and Consumer Protection, in collaboration with UNIDO, will involve capacity building of some 25 enterprises in industrial waste characterisation among those enterprises and policy advice on legal framework.



# The President's Report

## TRADE

### *The local trading environment*

#### *Single Window*

The MCCI has been playing, for a very long time, a leading role in trade facilitation initiatives in Mauritius. One of the major on-going projects has been the setting up of a Single Window for the electronic submission and approval of import and export permits in Mauritius. The Single Window, now known as the 'Mauritius TradeLink' was officially launched on 26 January 2016, with the Ministry of Industry, Commerce and Consumer Protection being the first agency to be connected. The other government agencies will gradually be linked to the electronic platform. The MCCI has been part of the joint public-private sector technical committee set up to monitor implementation of the project. The MCCI has also been involved, together with MRA Customs, in sensitizing the business community on the new electronic platform.

#### *Trade Obstacles Alert Mechanism*

The Trade Obstacles Alert Mechanism (TOAM) was one the major trade facilitation projects initiated by the MCCI in 2015. A Memorandum of Understanding was signed between the MCCI and the International Trade Centre (ITC) for the administration and promotion of the project in Mauritius. **The TOAM is a web-based tool designed to facilitate the elimination of trade obstacles by providing a platform for operators to report obstacles when exporting or importing their products.** An inter-agency protocol was also signed among all concerned government agencies to ensure the proper implementation of the project in Mauritius. Following the launch, the MCCI has conducted various training sessions for the business community and been working closely with ITC and the International Trade Division for monitoring and resolution of the reported trade obstacles.

#### *MCCI Commission on Commerce Sector*

As part of its advocacy initiatives, the MCCI has set up a 'Commission on the Commerce Sector' so as to provide a platform for structured discussions on all commerce-related issues. The Commission is chaired by Mr. Charles Harel, Member of the Council representing the Commerce Sector, and three meetings were held in 2015/16. Members had the opportunity to raise salient issues such as the regulations on the ban of plastic bags, the new Consumer Protection Bill and the Food Regulations amongst others. These issues formed the basis for consultations with the authorities.

#### *National Price Consultative Council*

In 2015, the Government agreed to the setting up of a National Price Consultative Council (NPCC) with a view to providing a platform for a meaningful evaluation and monitoring of prices of basic commodities and to better protect consumers. The NPCC meets on a regular basis to discuss on the formulation and implementation of policies relating to consumer protection and the prices of goods and services, and to ensure the cooperation and participation of consumers and consumer associations in matters which affect their interest. The MCCI is a Member of the NPCC together with representatives of Consumer Associations, Retailers and the Ministry of Industry, Commerce and Consumer Protection.

#### *New Regulations on Product Standards*



The Ministry of Industry, Commerce and Consumer Protection proposed to introduce standards on various products including domestic appliances, plastic tubes and pipes, and paints. The MCCI held several consultative meetings with its Members to coordinate the private sector positions on different legislation and standards proposed by the Ministry.

As part of its endeavour to keep its Members informed of new regulations, the MCCI organised an awareness session on the provisions of the proposed Consumer Protection (Safety Requirements) Regulations for domestic appliances in September 2015. Representatives from the Mauritius Standards Bureau, MRA Customs, the Ministry of Industry, Commerce and Consumer Protection were invited to explain the new compliance procedures and customs formalities that would be applicable with the new regulations. Members operating in the retail/distribution sector attended the information session and several practical issues were highlighted by operators in the meeting. The issues raised by Members were submitted by the MCCI to the Ministry for consideration.



## **National Export Strategy**



The National Export Strategy (NES) was approved by Government in July 2014 and is being undertaken with the support of the International Trade Centre (ITC). **Two National Consultative Workshops were held in 2015-2016 to identify the priority sectors and identify the main constraints affecting the competitiveness of our export sector.** The NES is expected to be completed by May 2016 and will become the blueprint for the country's private sector, government and all relevant stakeholders to work together to strengthen our export sector. The MCCI is a Member of the Core Team, which has been set up to oversee the implementation of the National Export Strategy.

### **Information Session on New Scheme for Deferred Payment of Customs Duties and Taxes**

Following the budget announcement, the Customs Act 1988 was amended to provide for the deferred payment of customs duties and taxes at importation for SMEs and other VAT registered persons. In August 2015, the MCCI invited representatives from MRA Customs to explain to Members the new scheme and the eligibility criteria for benefiting from the 'deferred payment scheme'.

## **International Trading Environment**

It is important for Mauritius to develop the appropriate trade rules that would create the conditions to do business in the most effective, legally secure, and predictable environment. The past year, the MCCI devoted a lot of time and efforts to international trade issues. Our key objective has been to secure the best possible access to markets for our exports whilst, at the same time, ensuring that our defensive interests are safeguarded.

The MCCI has worked in close collaboration with the Ministry of Foreign Affairs, Regional Cooperation and International Trade to defend Members' interests in various trade discussions, including the Economic Partnership Agreement (EPA) with the European Union, the African Growth and Opportunity Act and the bilateral agreements signed with Turkey and Pakistan.

### **Regional Trade Negotiations**

The main focus in regional trade negotiations has been to set up the Tripartite Free Trade Area among COMESA, SADC and EAC countries. Several meetings have been held at regional level and the MCCI has been the main **and only** institution representing the private sector in the negotiations. The discussions focused on the Framework Agreement for the setting up of the Free Trade Area, the Rules of Origin and other trade-related issues. The Tripartite FTA was officially launched in June 2015. However, the FTA is not yet operational given that negotiations on some of the annexes to the Trade Protocol have not yet been finalized. Currently, countries belonging to the FTA continue to trade using the SADC and COMESA Rules of Origin.

At the level of SADC and COMESA, the MCCI continued its work to ensure that issues relating to the implementation of the trade protocols such as the removal of non-tariff barriers, improved rules of origin and trade facilitation issues were addressed.



## DEVELOPMENT IN SERVICES

## TAX TOURIST REFUND

### *Operations at the Airport*

2015 has been a remarkable year for MCCI Tax Tourist Refund Counter. The marketing campaign launched by MCCI three years back gained full momentum and it was translated with a record number of transactions, which have more than doubled compared to year 2012. The tax free sales value for goods, sold to tourists claiming Tax refund or delivered duty free, has increased by about Rs 400 M since 2012 to reach almost Rs 1.2 billion in 2015.

The simplification of the refund process in terms of a less complex sales receipt and a reinforced high-performing staff have contributed extensively in coping with the higher number of transactions. MCCI is contemplating the processing of tax refund through prepaid cards to cope with any further sharp increase in number of transactions in the future.

New flights in year 2015 have created opportunities for the MCCI Tax Refund Counter, which, combined with our marketing efforts, generated 11% more transactions for VAT refund. We have thus achieved a 7% increase in transactions overall at our TTR counter in 2015 compared to 2014, despite the number of Duty Paid/Free transactions dropping by 7%.



### *Operations at the Port*

MCCI has continued the handling of operations on board cruise ships for both tax refunds and deliveries. Whilst awaiting the facilities of a cruise terminal on the port premises in the coming years, MCCI continues to invest and improve its visibility for tax refund on board cruise ships visiting Mauritius.

### *Marketing of the TTR system / Taxfree Digital Platform (TDP)*

**MCCI continues to promote tax-free shopping in Mauritius and encourage greater tourist spend by reinforcing its marketing campaign.** Besides its outreach programme, remarkable progress has been recorded in terms of development and marketing for the online platform ([www.taxfreeshopping.mu](http://www.taxfreeshopping.mu)), launched in 2014, to increase its visibility among the tourists and encourage visitors to make more tax-free purchases. The creation of this portal received international recognition by the French Tourist Guide "Le Petit Futé". The official Facebook page for Tax Free Shopping was also created during the year.

In addition, foreign visitors roaming on Orange and Emtel networks receive an SMS informing them of the tax free facilities available in Mauritius after they have landed in the country.

It is to be noted that the total number of shops in the TTR system has increased from 849 at end of December 2014 to 960 at end of December 2015, indicating a 13% increase.



# The President's Report

## *Air Corridor*



There have been many discussions with different stakeholders regarding the implementation of the Asia-Africa corridor. Several meetings were held between MCCI and MRA Customs to see the different ways of collaboration as a result of the increased number of flights through the development of this aviation hub. MCCI has strongly recommended that transit passengers be able to do shopping outside airport premises as is the case in many countries throughout the world. This can only be beneficial to the economy at large.

## ICT AND TELECOMMUNICATIONS

The Information and Communication Technology (ICT) sector is one of the most resilient sectors of the Mauritian economy.

With its mission to play a leading role in the economic development of Mauritius, the MCCI has also been a major partner in the development of the ICT sector, through the close collaboration with Industry Associations: Outsourcing & Telecommunications Association of Mauritius (OTAM) and Mauritius IT Industry Association (MITIA). In addition, the MCCI has contributed to the development of the ICT Sector by formulating pertinent policies through its membership on the Information and Communication Technology Advisory Council and participating in strategic meetings at national level. As is the case every year, our contribution has been sought in the preparation of the Budget Memorandum.

The MCCI has also been involved in PPP meetings at strategic levels with Government representatives and with decision makers on various topics and on major issues related to the ICT training and upskilling of human resources.



### GS1 Mauritius



#### Membership Base

In 2015, the membership base of GS1 Mauritius has further increased, with a higher percentage of new members being Small and Medium Enterprises.

#### Upskilling of Technical Know-how

To better serve our members, our technical know-how and expertise has been further consolidated through constant interaction with the staff of GS1 Global and GS1 South Africa on pertinent topics, namely: Traceability, Electronic Data Interchange and Healthcare.

#### Consolidating relationship with GS1 members

GS1 has further consolidated its relationship with its members by providing pertinent technical advice on GS1 Standards, including Global Location Number, Serial Shipping Container Code, Electronic Data Interchange, solutions for internal inventory management and on the Healthcare sector. In addition, the website content has been reviewed to be more user-friendly and to include the new services of GS1 Mauritius.

#### Training on 'Basic Principles of GS1 and Barcoding'

For the 3rd consecutive year, GS1 Mauritius team has delivered its monthly MQA Approved training on 'Basic Principles of GS1 & Barcoding'. During the training, participants learn how to save their business time and money by getting their barcodes right and how to protect their business against possible rejection of their products.

#### Strengthening Collaboration with Strategic Stakeholders

**Our collaboration with stakeholders, namely supermarkets, has been further consolidated through regular meetings. New ways of collaborations have been agreed to address the fraudulent use of barcodes by non-GS1 Subscribers.** Our collaboration with supermarkets has even been extended to include Shoprite South Africa. Moreover, these meetings have provided GS1 Mauritius with field information to identify areas of further support to existing subscribers and to develop new customer value-added services.

#### Boosting GS1 Mauritius Visibility

Following the rebranding of GS1, the marketing tools of GS1 Mauritius have been reviewed as per the new Branding Guidelines. Furthermore, GS1 posters have been introduced and distributed during marketing campaigns and presentations.



# The President's Report

## ***Awareness Campaign on 'Discover the Endless Opportunities with GS1 Standards'***

Moreover, in 2015, GS1 Mauritius team had undertaken an intensive awareness campaign on 'Discover the Endless Opportunities with GS1 Standards'. The objectives were to promote the benefits of adopting GS1 Barcodes and GS1 Standards as well as to educate operators that GS1 Standards can also be used to identify locations and pallets and additionally be adopted by other sectors such as Transport and Logistics and Healthcare to name a few. This campaign has further allowed creating awareness of GS1 Solutions such as Traceability and Product Recall.

Tailor-made presentations have been delivered to public stakeholders providing support to the business community, including EM and SMEDA.

## ***The Blue Number Initiative***

A dedicated presentation was delivered on the Blue Number Initiative to representatives of AMM and the General Secretary of the Mauritius Chamber of Agriculture. The Blue Number Initiative is a Global Registry for Sustainable Farmers. It is a collaborative effort between the UN Global Compact, ITC and GS1. The registry helps smaller farmers in developing countries to be recognised for sustainable practices, opening up potential markets and allowing them to become more visible. Multinationals can identify sources of food that are sustainable and consumers will gain better visibility to make informed purchase decisions.



## ***Constitution of GS1 Board of Management***

In 2016, a GS1 Board of Management has been constituted with GS1 members including manufacturers, supermarkets, healthcare operators and solution providers, to cater strategic direction and elaborate future projects.

## ***MCCI SME Marketplace***



The MCCI SME Marketplace was launched in February 2016. This digital platform, on [www.mcci.org](http://www.mcci.org), creates the link between service providers in areas such as finance, technology, risk management, coaching/training and

other business services, and SMEs which are the targeted beneficiaries of these offers. So far, around 20 companies have joined the project as partners offering services in different areas.



The MCCI is aiming to reach out to more member companies who would be interested to provide their services. This service is meant for member companies only, whether they are service providers or beneficiaries. This year will see marketing and further development of the platform.



## ***ATA Carnets***

In 2015, the MCCI provided continued support to the business community for the duty-free temporary exports of professional equipment, commercial samples, and goods meant for exhibition at trade fairs, through the issue of the ATA carnets.

The ATA carnet, which the MCCI issues since 1984, facilitates the duty-free temporary imports of certain categories of goods in a number of countries. The ATA carnet covers namely: professional equipments, commercial samples, and goods for presentation or use at exhibitions, trade fairs, shows and the like. The past year, the MCCI issued around 70 ATA carnets to members of the business community.



### **MCCI Arbitration and Mediation Center (MARC)**

#### **Arbitration cases**

In 2015, a number of arbitration cases have been handled by the MARC Permanent Secretariat. The sums in disputes ranged from less than Rs 2 million to above Rs 350 million.

With the increase in the number of arbitration cases, the MARC Permanent Secretariat has reviewed its internal case management procedures and rules to ensure excellent service delivery. Users of the MARC Arbitration framework have also benefited from the availability of ancillary services such as transcription and video-conferencing facilities.



Future project in the pipeline include the setting of a dedicated MARC hearing center, with hearing and break-out rooms for arbitral and mediation proceedings, and of a MARC Documentation Center to provide arbitrators, counsels and the public at large with specialised texts and case law materials on arbitration.

#### **Launching of MARC Newsletter**

The MARC Newsletter, launched in February 2015, issued two further publications to keep stakeholders abreast of developments in the ADR field.

#### **MARC Commission for Strategy and Development**

The MARC Commission for Strategy and Development met three times during 2015, while its sub-committees on training, mediation and ADR in the construction industry met at regular intervals in between.

The Commission is a unique forum for law practitioners and business operators to meet and discuss about problems encountered in the field of business dispute resolution in Mauritius and work together towards potential solutions.

#### **Presentation of Memorandum on the Need for a Private Mediation Legal Framework**

A sub-committee of the MARC Commission for Strategy and Development worked on the elaboration of a draft 'Private Mediation' law, in an aim to sensitize public and private stakeholders on the benefits of using mediation as an alternative mode of dispute resolution.

The Draft Law was officially communicated to the State Law Office by the MCCI in an endeavour to encourage Government to adopt a legal framework for private mediation and to promote greater awareness and use of mediation among professionals and business operators.

A press conference was also held on 8 December 2015 to explain the objectives of the MARC Commission in elaborating the draft law. Mr. Patrick Van Leynseele, a MARC Mediation and Arbitrator who participated in the drafting of the law proposal, intervened during the conference.

The Law Reform Commission also endorsed the proposals made by the MARC in its Memorandum and informed the MCCI that it had also in 2010 submitted to the Office of the Attorney-General a "Report on Mediation and Conciliation in Commercial Matters", where it recommended the adoption of legislation on Mediation.



# The President's Report

## ***Award ceremony for MARC-CMAP certified mediators***

An award ceremony for MARC's first batch of Certified Mediators was held on 18 May 2015, at MCCI, Port Louis. The certified mediators had successfully completed a 6-day intensive training and assessment on mediation which took place from 1 to 8 December 2014. The training was delivered by Mrs. Melanie Germain and Mr. Patrick Van Leynseele, and was organized by MARC and CMAP (Centre de Médiation et d'Arbitrage de Paris) in collaboration with the Mauritius Bar Association.

The Secretary of the Mauritius Bar Association, Mr. Yahia Nazroo, was the guest speaker on that occasion.



## ***Training in Arbitration with the Centre de Médiation et d'Arbitrage de Paris (CMAP)***

MARC and CMAP held, from the 6 to 10 July 2015, an intensive training course in arbitration. The training was launched at the seat of the Mauritius Bar Association and was attended by 17 professionals, mainly lawyers. The training was delivered by Dr. Jalal El Ahdab, barrister and international arbitrator.

In the context of this training programme, a Panel Discussion on the theme 'Developing the Practice of Arbitration in Mauritius - Advantages for Economic Operators' was held on 6 July 2015, in collaboration with the Mauritius Bar Association. Main speakers included Dr. Jalal El Ahdab, Me. Antoine Domingue, then President of the MBA, and Me. Avinash Sunassee, barrister specialised in commercial and financial disputes.

## ***Collaboration with US Embassy - Training of 80 Professionals in Arbitration and Mediation by Dr. Craig Beles under the Fulbright Programme***



Through the Fulbright Programme, MARC collaborated with the US Embassy for recruitment of a US consultant in ADR, Dr. Craig Beles, and the organisation of a series of events and workshops.

Dr. Beles conducted a total of 7 workshops on arbitration, alternative dispute resolution for the financial services and construction sector and for SMEs, and for the top management of GML Management Ltd.

Dr. Beles also participated in an interactive Launch Event on 4th August 2015, animated a mock mediation session, and held meetings with the MARC Team for advice on business development.

MARC, in collaboration with the US Embassy held a Launch Event on 4 August 2015, in the presence of HE, US Ambassador, Shari Villarosa who expressed her appreciation of the project on 'Fostering an Alternative Dispute Resolution Culture' in Mauritius. A presentation of the MARC Arbitration and Mediation Framework was also made during the event by the MARC Permanent Secretariat.

## ***MARC Networking events /Collaboration with other stakeholders***

MARC held several networking events in 2015 in an endeavour to better familiarise the business community with the benefits of arbitration and mediation, and, also, to create a forum for discussion and networking between the legal and business communities:

- *MCCI Afternoon Coffee:*  
Presentation for MCCI Members on the theme was “Securing your business by adopting the right tools for preventing or resolving business disputes”;
- *Mauritius Commercial Bank:*  
Presentation on the theme of “Dispute Resolution in International Transactions” during the third edition of MCB’s Forward Thinking Event;
- *Collaboration MARC-Reunion for Mediation Training, Réunion:*  
In collaboration with the Centre de Médiation et d’Arbitrage de Paris for the assessment phase of a mediation training;
- *Other activities:*  
Interactive information sessions with representatives of the Mauritius Bankers Association, and Enterprise Mauritius, were also organised.

#### **MARC Mock mediation session**

MARC held several mock mediation sessions during 2015 to provide trained mediators with the opportunity to refine their mediation skills, with two of those sessions animated by Dr. Craig C. Beles and Mr. Patrick Van Leynseele, on how to further develop their mediation practice.

#### **International Cooperation - Partnership Agreement between MARC and ICDR**

MARC has signed a cooperation agreement with the International Centre for Dispute Resolution, the international arm of the American Arbitration Association, to further expand its network and promotional activities in favour of the development of arbitration and mediation in Mauritius and the Region.

The ICDR and MARC will collaborate to facilitate arbitration case management and appointment of arbitrators in specialist fields. A joint event is planned in the wake of ICCA 2016 conference to be held in Mauritius this year in May 2016.

***On the collaboration between MARC and ICDR, Mr. Mark Appel, then Senior Vice President of the ICDR, stated in an interview for the MARC’s newsletter: “ICDR is well aware of the privileged position that Mauritius holds in Indian Ocean Regional commerce.”***

#### **New Panel of MARC Arbitrators and Mediators**

MARC has renewed its Panel of Arbitrators based on the new eligibility criteria in effect since 1 March 2015. Salient features of the new criteria include a stated minimum of senior-level business or professional experience, endorsement by senior peers, and experience or training in arbitration or an undertaking to undergo training once listed on the panel.

Further to launching the new eligibility criteria for admission on the MARC Panel of Mediators, the current MARC Panel of Mediators is made up of 12 professional mediators.

#### ***E-waste management: Collaboration between the MCCI and the Ministry of Environment, Sustainable Development and Disaster and Beach Management***

The MCCI and the Ministry of Environment, Sustainable Development and Disaster and Beach Management are jointly working for the establishment of an E-waste management system. In this context, the MCCI will set up an Importers Responsibility Organization (IMPRO), which will be responsible for organizing the system for collection, transportation, recycling and exportation of E-Waste in Mauritius.

In this regard, a Memorandum of Understanding was signed between Mrs. Hélène Echevin, President of the MCCI and Mr. Grish Gunraz Gunesh, Ag Senior Chief Executive, Ministry of Environment, Sustainable Development, and Disaster and Beach Management, in the presence of Hon. Raj Dayal on 26 February 2016.





# REGIONAL AND INTERNATIONAL NETWORKING

## Incoming missions



### May

#### *Czech Business Forum*

The Mauritius-Czech Business Forum, organized by the MCCI and the Czech Chamber of Commerce in collaboration with the Board of Investment and Enterprise Mauritius, was held on 29 May 2015 at Maritim Hotel, BalACLava. The objective of the Business Forum was to discuss avenues of cooperation in the fields of trade and investment between Mauritius and the Czech Republic.

The high-level Czech delegation, which was present at the Business Forum, was led by the Minister of Foreign Affairs of the Czech Republic, Mr. Lubomir Zaoralek.

The Minister of Foreign Affairs, Regional Integration and International Trade, Hon. Étienne Sinatambou and the Deputy Minister of Trade and Industry of the Czech Republic, Mr. Eduard Muřický also attended the event.



### August

#### *Maldives Delegation*

A Maldivian delegation, comprising representatives of Capital Market Development Authority, Maldives Stock Exchange & Maldives Securities Depository, Securities Market Operations/ Stock Exchange and Maldives Transport & Contracting Company PLC, was at the seat of the MCCI for a Business meet on 26 August 2015 for an information session entitled “Opportunities in Maldives financial sector”.



### October

#### *Djiboutian Delegation*

Members of the public and private sectors of Djibouti, paid a visit at the MCCI on 1 October 2015 in line with the Djibouti Week organized by the Africa Centre of Excellence (ACE). Members of the delegation elaborated on the potential business scopes and investment avenues in Djibouti.

# The President's Report



## *Diplomatic trainees from Pretoria*

The MCCI welcomed the visit of a group of diplomatic trainees from the Department of International Relations and Cooperation (DIRCO) from Pretoria on 14 October 2015. The call forms part of their training program to become future ambassadors. After a presentation made by MCCI representatives, the trainees were acquainted with the MCCI services.



## *December*

### *Delegation from Turkey*

Mr. Ömer Hakan Baki, Chairperson of the Turkish-Mauritian Joint Business Council (DEIK), led a Turkish delegation, comprising business people from various sectors, to a Business Meet on 17 December 2015 at the seat of the MCCI.

They were welcomed by the Secretary General of the MCCI, Mr. Raju Jadoo, who expressed his appreciation concerning the strengthening of business links between Mauritius and Turkey.

Mr. Ömer Hakan Baki was pleased to note the growing collaboration and talked about further business opportunities available in Turkey, which Mauritian business persons can seize.

Mr. Assad Bhuglah, Director, Trade Policy, Ministry of Foreign Affairs, Regional Integration and International Trade, talked about the Free Trade Agreement (FTA) between Mauritius and Turkey implemented in June 2013. He encouraged members of the business communities to capitalize on the opportunities available through the FTA.



## Visits of Dignitaries



### ***April***

#### ***Ambassador of Estonia***

To sensitize members of the business community dealing in the ICT sector about the opportunities that are exploited in Estonia, a presentation was organized at the MCCI in April 2015. The presentation was carried out by HE Mr. Jüri Kahn, Ambassador of Estonia.



#### ***Ambassador of Georgia***

The Ambassador of Georgia to Mauritius, HE Mr. Beka Dvali, with residence in Pretoria, paid a courtesy visit to the MCCI on 20 April 2015.



### ***May***

#### ***Ambassador of Turkey to Mauritius***

The Ambassador of Turkey to Mauritius, with residence to Antananarivo, HE Mr. Volkan Turk Vural, paid a courtesy call to the President of the MCCI, Mrs. Hélène Échevin on 19 May 2015.

# The President's Report



## **September**

### ***High Commissioner of Pakistan to Mauritius***

The High Commissioner for Pakistan to Mauritius, HE Major General (Retd) Raza Muhammad, paid a visit to the President of the MCCI, Mrs. Hélène Échevin, on 29 September 2015.

HE. Major General (Retd) Raza Muhammad spoke about the country's aim in making Pakistan a hub of transit trade in the region, especially through the Pakistan-China Economic Corridor.



## **October**

### ***High Commissioner of Australia***

The High Commissioner of Australia, HE Ms. Susan Jane Coles and the Senior Trade Commissioner of Australia for Africa, Mr. John Madew, met with the President of the MCCI, Mrs. Hélène Échevin, at the MCCI on 7 October 2015.



## **December**

### ***Ambassador of UAE to Mauritius***

H. E. Essa Abdulla Al Basha Al Noaimi, Ambassador Extraordinary and Plenipotentiary of United Arab Emirates to Mauritius, paid a courtesy visit to the Secretary-General of the MCCI on 7 December 2015. He was accompanied by Mr. Oomar Ramtoola, Manager- Indian Ocean Islands, Emirates.





## February 2016

### *Deputy Chairperson of African Union Commission*

A delegation of African Union Foundation, led by HE Erastus J.O. Mwencha, Deputy Chairperson of African Union Commission, paid a courtesy call to the representatives of the MCCI on 18 February 2016.

The objective of the visit was to discuss the forthcoming African Union Foundation Conference to be held in April 2016 in Mauritius.

## Outgoing Missions



## June

### *9th World Chambers Congress 2015, Torino*

The 9th edition of the World Chambers Congress (WCC) took place in Torino, Italy, in June 2015.

The WCC is the only international forum for chamber leaders and professionals to address the latest business concerns affecting their communities. Considered as one of the world's largest networking platform, it is ideal to exchange insights, open doors to countless business partnership opportunities and learn about new area of innovation from chambers around the world. This year, its main focus was on strengthening the global network of Chambers and envisioning a new sustainable future for Chambers and businesses by catching the wave of new technologies.

The MCCI was represented at the event by the Secretary-General, Mr. Raju Jaddoo.

# The President's Report



## September

### *Delegation to Estonia*

A public/private sector delegation, led by the the Minister of Technology, Communication and Innovation, Hon. Roshi Bhadain, was on a mission at the end of September 2015 in Tallinn, Estonia, to get to know about its state-of-the art digital society. Mr. Jean Claude de l'Estrac, the Secretary-General of the Indian Ocean Commission (IOC), and Mr. Raju Jaddoo, Secretary-General of the MCCI, were part of the delegation.

The main objective of the mission was to sort out how the public and private sectors in Mauritius and IOC countries can benefit from the continuing accomplishment of Estonia in building one of the most multifaceted digital societies in the world.



### *Memorandum of Understanding signed between the MCCI and the Chamber of Commerce and Industry of Estonia*

Mr. Mait Palts, Director General of Chamber of Commerce of Estonia, and the Secretary-General of the MCCI, Mr. Raju Jaddoo, signed a MoU on 30 September 2015 to strengthen avenues of cooperation between members of the business community of both countries. The objective of the MoU is to promote trade and economic relations between the two countries and especially to enhance business collaboration in the ICT sector.

## Training

### *Trade Promotion, China*

Mr. V. Amoomoogum, Analyst, Trade Division, participated at a seminar for Chambers of Commerce and Industry for African English-Speaking Countries organised by the China Council for the Promotion of International Trade (CCPIT) from 14th to 29th July 2015.

### *Ateliers de la Coopération Consulaire, France*

CPCCAF hosted in July 2015 in Reims, France, several events dedicated to the development of French and African private sector. These training sessions, in which the MCCI participated, were organized as part of the Académies de la Coopération Consulaire, des Ateliers de la Coopération Consulaire and des Rencontres Territoriales de la Francophonie Économique, respectively. The meetings were co-organized and supported by the International Trade Centre.



Mrs. Michaëlle Jean addressing guests and members of the MCCI

## EVENTS

### *The MCCI Annual Dinner*

The Annual Dinner was held on 25 March 2016 at l'Aventure du Sucre, Beau Plan. The Guest Speaker on this occasion was Mrs. Michaëlle Jean, Secretary-General of the International Organisation of La Francophonie. Her speech was based on the theme "La mise en oeuvre de la Stratégie Économique de La Francophonie dans le contexte actuel".



Presentation of souvenir gift by Mrs. Hélène Échevin to Mrs. Michaëlle Jean



Mrs. Michaëlle Jean, Mr. Jean Claude de l'Estrac and Mrs. Hélène Échevin during the Cocktail



Mrs. Hélène Échevin delivering the welcoming address to guests and members of the MCCI



Mrs. Michaëlle Jean greeted by the President and the Secretary-General of the MCCI, Mrs. Hélène Échevin and Mr. Raju Jaddoo, respectively



# The President's Report

## *Networking Events*



### ***MCCI Business Club***

The MCCI Business Club is an exclusive B2B and Networking platform which allows business operators to create awareness of their business solutions and know-how amongst the business community.

In 2015, the MCCI Business Club has welcomed Microsoft.



### ***MCCI Afternoon Coffee***

The MCCI Afternoon Coffee, launched in 2015, is an event whose objective is to inform operators about various topics of benefits to their business.

The event, organized every one or two months, has seen, so far, 7 editions on various themes including Factoring for SMEs and Corporate, Risk Management through Insurance, Technology for better business, Logistic tools amongst others.

During the MCCI Afternoon Coffee of Wednesday 27 January 2016, a presentation on IORA was held in the presence of the Minister of Foreign Affairs, Regional Integration and International Trade, Hon. Étienne Sinatambou.



# COMMUNICATION



# The President's Report

## 100% Challenge



100% Challenge was broadcasted,  
**on 32 weeks, both on local  
and satellite channels.**

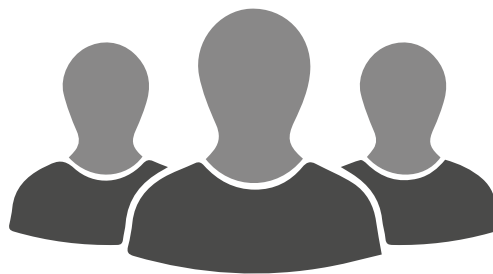
The established broadcast schedule of 20H30 on MBC 1 and MBC Sat, right after the News on Mondays, has been the outmaneuver that helped in the significant increase of viewers.

100% Challenge tapped an audience of

**730,000**  
viewers

for  
**9 months**  
of diffusion in

**2014**



on the local channels, compared to

**750,000**  
viewers

in only  
**7 months**  
of diffusion in

**2015**

The average audience per programme was

**106,654 in 2015**

compared to

**86,182 in 2014**

## PUBLICATIONS

### **MCCI E-news**

In view of rationalizing the flow of information to members of the business community, the MCCI is now issuing its E-news on a bi-monthly basis.

Being more concise, the new MCCI E-news will bring forward fresh news and business updates. With its clear-cut new sections, aside from local and international news, readers can now have an overview of business opportunities available, in terms of tenders, international trade fairs and events.

### **MCCI Insights**

The MCCI has published its new magazine, MCCI Insights in February 2016. The magazine comprises of an array of both English and French articles, including featured articles on economy, trade, cooperation and the business facilitation. Interviews and analytical articles are also incorporated.



### **MCCI Website**

To keep up with the digitalization era and to better cater for the needs of the business community, the MCCI website has been redesigned completely. It is now much easier for members of the business community to gain access to the multitude of services that the MCCI offers.

The design has been tailor-made according to international best practices for user experience and platform performance. The responsive website is now one of the most consulted for references in the business and trading community.



*An improved version of the trade statistics search, including a directory of HS Codes as a help guide, and an upgraded members' directory to a more visual, easily filtered list, are some of the main changes brought.*





# MCCI BUSINESS SCHOOL LTD

## MCCI Business School Ltd.

### ***Moving ahead***

The MCCI Business School has made a major shift with a sharp increase in students' intake that has more than doubled in 2015 and in the improvement of its services and infrastructure.

The MCCI Business School is now a fully independent entity since its corporatization at the beginning of 2015 and is governed by a full-fledged council comprising of 5 directors of the MCCI's main council and 2 independent directors.

### ***Portfolio of programmes - Existing and New***

The MCCI Business School has also diversified its portfolio of courses. Two new BTS (2-year French Higher National Diploma) courses were launched in September 2015, in Banking and Communications, thus completing the existing ones in Information Technology, Management and Marketing.

In its endeavour to fulfill its mission in building capacity and service the business community and in view of responding to challenges facing the employment sector in the country and in helping to bridge the skills gap between academic qualifications and the demand of the labour market, ***the MCCI Business School introduced for the first time in Mauritius, the "Alternance" mode of learning in collaboration with a number of private companies.***

The "Alternance" is a well-defined and properly structured model which is closely monitored by the Rectorat de la Reunion whereby the student benefits from an alternative mode of learning combining academic courses and work experience.

Companies are encouraged to seize this opportunity to ensure a better integration of students into the job market, as the 'Alternance' is probably one of the best responses to the issues of "mismatch" and "employability" of young graduates.

The MCCI Business School has also added a number of new Masters courses, namely in Business Administration, Finance and Accounting, International Trade and Strategic Information.

# The President's Report

## ***Award of Certificate Ceremony 2016***

An award of certificate ceremony was held on the 19th of February 2016 at the Conference hall of Cybertower 1 at Ebène Cybercity where students were rewarded for their efforts. It is to be highlighted that the BTS students of the 2013-2015 batch reached a 95% success rate, the highest in the Indian Ocean region.

This event was graced by the presence of the President of the Republic of Mauritius, HE Prof. Ameenah Gurib-Fakim, as well as the French Ambassador, the “Recteur de l'Académie de la Réunion” and the representative of the University of Poitiers. Other important officials from the French Embassy in Mauritius and representatives of both the private and the public sector attended the ceremony.



## ***Marketing of our services***

Much focus has also been put in 2015 on the branding and marketing of the MCCI Business School to improve its visibility both locally and abroad.

The website has been revamped and the school is today much present on the social media.

An open day was organized at the beginning of the year. A series of conferences animated by specialists in their respective fields were held at the same time with the objective of informing the students of the demands of labor markets.

Furthermore, the school has been present in a number of career fairs locally as well as in Rodrigues and Madagascar.

## ***Short Courses***

In its efforts to better satisfy the growing demand for more organisational effectiveness in the business community in Mauritius, the MCCI Business School has organized a series of short courses aimed at professionals and non-professionals, the latter for Small and Medium Enterprises. Courses were led by highly proficient internal as well as external course leaders.

### ***Customer Care: A priority***

#### ***Ebene Premises and Student Life – A continuous effort for improvement***

The MCCI Business School has also put a lot of emphasis on the improvement of the school premises and the level of facilities offered to students.

Benches, tables and sunshade umbrellas were added in the breakout terrace and a lounge was designed at the entrance hall for the comfort of our students. Moreover, the building is completely covered by a WIFI network.

Management is currently working on a project to set up some canteen facilities in the courtyard so as to render its infrastructural facilities even more customer friendly.



## **PROSPECTS**

The MCCI, over the course of 2016, will continue its advocacy role and will be involved in a host of new projects with the aim of being of service to its various stakeholders. A special focus in 2016 on the implementation of the E-Waste project in collaboration with the authorities will undoubtedly pave the way for a renewed public /private partnership approach to resolving issues of national interest.

We look forward to inviting new businesses to join the MCCI and create new clusters to better address the needs of a changing business atmosphere.

I am confident that the MCCI will be able to achieve these goals.

I take this opportunity to thank the Vice President Mr. Azim Currimjee and Council Members for their valuable contribution and advice during my mandate.

Many thanks also to all Members who have participated in the various activities organized by the MCCI over the last year and who have contributed to improve the work of our institution.

Last, but not least, I would like to place on record the excellent support I received from the Secretary General and his team for their support during my term of office.

***Hélène Echevin***  
***President***